JORGENSEN brooks group
Employee Assistance Programs

Process for Response to
Crisis / Traumatic Situations

JBG provides professional response at no additional cost to Crisis / Traumatic situations for all clients. Our response is immediate for the crisis, and coordinates post-incident care for employees, supervisors, and families, with FIRST RESPONDERS receiving additional services.

ALL CLIENTS
JBG operates 24 hours / 365 days with live staff from our Tempe center. Crisis response services begin with **a call from the client** reporting the incident. In that call, a senior specialist gathers details:

- Location, type, and extent of the incident. Identification of other involved resources.
- Injuries / fatalities affecting employees.
- Personal state and immediate needs of the client representative.
- Client's requirements of JBG [date, time, number of crisis responders, and special conditions].
- JBG email's the client representative crisis support documents for distribution to site supervision and employees.
- Client representative identifies on-site client representatives for contact upon JBG arrival [includes site-specific requirements for JBG, i.e., security, safety].
- JBG selects appropriate crisis responder[s] and confirms that information to the client representative.

On-site:

- JBG crisis responder[s] meets with supervisors / managers to confirm incident background; receive updates on the situation; coordinate immediate assistance for employees in emotional crisis; and prepare to meet employee group[s].
- Crisis responder meetings with employee group[s] start with establishing the responder as a safe, reliable presence. The crisis responder[s] solicits employee reactions to the incident, while assuring attendees that such reactions are typically normal and of short duration. The crisis responder[s] reviews coping techniques, JBG support materials, and emphasizes use of JBG counseling sessions.
- In the group meetings, the crisis responder[s] may identify employees requiring expedited counseling. The crisis responder[s] meet privately with those persons to assist with making their first counseling appointment.
- The crisis responder[s] meet with the supervisors / managers for an exit debriefing. The crisis responder may suggest additional actions – i.e., crisis management training for supervisors / managers, or self-care presentations or materials for employees [these are additional fee services].
- JBG will submit a written report and recommendations after completing its services on the incident.

FIRST RESPONDERS – ADDITIONAL INCLUDED SERVICES

- JBG has implemented a separate telephone line for client group First Responders. This 24 / 7 ***HotLine*** is answered live by crisis clinicians with experience in First Responder issues, on- and off-the-job. The conversations / intake is few and more to the sensibilities of First Responders.
- As with EAP calls for crisis help, the ***HotLine*** have three essential functions:
    - A crisis clinician will assess the Responder's situation and confirm your safety.
    - Responders needing *immediate intervention* will receive crisis response from local resources which JBG will coordinate.
    - Responders needing *emotional support* will receive telephone counseling from JBG crisis clinician during the call. These are typically followed by appointments scheduled [**888-520-5400]** with JBG's EAP service.
- JBG offers a statewide network of on-site responders, experienced with the unique situations faced by first responders
- Coordination with peer response groups, where involved
- Understand and respect for the dangers inherent in the work of first responders
- Incorporate the team commitment of first responder groups into crisis response and continuing care
- Anticipate secondary traumatic stress for some first responders, and integrate self-care techniques with ongoing counseling
- Assure counseling and support services for family members
- Provide extended EAP counseling services per State of Arizona regulations [38-673]. JBG includes up-to-TBD [X] contracted EAP counseling sessions for each case toward compliance with these regulations; sessions beyond TBD [X] will be provided by JBG on a fee-for-service basis.